

# Matthew C. Miller, MS CIS, BS PP

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## Business Technology Leader

An experienced, results orientated executive and business owner in the Information Technology and Product Development spaces with a demonstrated ability to provide vision and leadership to technology organizations. Proven record of aligning technology solutions with business / customer needs to enable the achievement of organizational and commercial goals. Passionate about developing talent and transforming culture to build a unified team focused on the right outcomes and serving the customer.

## Career Progression

**Miller Technical Services (<https://millertechnical.com>)** - York, PA

**Nov 2023 to Present**

**Founder / President**

- Own and operate managed IT services business for the central / southeastern PA and Baltimore Washington D.C. areas.
- Deliver MSP services to small – medium-sized businesses.
- Provide design, build, and support services for client-side (Mac / PC) technologies, network, compute (Windows and Linux environments), voice, AV, and security.
- Proficiency in Sophos and Cisco Firewalls as well as PBXAct systems
- Provide design, build, and support for Microsoft 365 including Azure products, Microsoft Entra, Exchange Online, SharePoint, OneDrive, Teams, etc...
- Led Microsoft 365 migrations for customers from on-prem environments to the cloud leveraging technologies such as Entra SharePoint / OneDrive, Exchange, Teams, etc...

**Aquaphoenix Scientific** - Hanover, PA

**May 2022 to Nov 2023**

**Vice President of Technology**

- Build and develop high performing product management, engineering, QA, technical support and customer success teams to support SaaS product and IOT divisions.
- Own division P&L and drive growth in revenue and EBITDA in software and IOT (hardware) divisions through new product initiatives and business models, implementation of modern tech stacks, and cost savings initiatives.
- Provide guidance and leadership in technology selection and implementation of UI/UX, back end, and AWS native services for both SaaS products and IOT hardware.
- Lead product and engineering team in development of next gen IOT gateway and Connectivity as a Service (CaaS) model.
- Develop strategic roadmaps to add additional revenue streams in software and hardware divisions.
- Drive commercial activities for IOT and Software divisions maintaining and cultivating key customer relationships in support of the Software and IOT division efforts.

**Sun Automation - Glen Arm, MD**

**2018 to May 2022**

**Director of Technology**

- Responsible for influencing, shaping and integrating technology strategies for all functional areas.
- Partnered with Sr. leadership to develop technology roadmaps to support achievement of organizational goals and execute on growth strategies.
- Lead the information technology function in operations, deployment, and configuration of IT systems to include Infrastructure (Compute, Network), identity and access management, Office 365, COTS applications, call center, Salesforce and client side technologies
- Facilitate the migration of compute workloads to cloud services (AWS) to achieve cost optimization and management goals.
- Facilitated evaluation and implementation of information security program policies and procedures and operations for the same.
- Led digital transformation for SUN Automation group including modification of business processes, implementation of new tools and promoting culture change around the use of technology for collaboration and productivity gains.
- Delivered ERP implementation including quote to cash business process redesign, Sales, and Field Service Automation yielding maximized savings in productivity and efficiency.
- Lead the commercial technology division which includes product management, commercial, operations, engineering. and customer success efforts to bring to market a commercial Industrial Internet of things (IIOT) SaaS offering that provides remote monitoring and predictive maintenance through machine learning for SUN as well as other OEM equipment in the corrugated industry. Average ROI per installation is \$480k annual.

**General Electric - Digital, Boston, MA**

**2017 to 2018**

**Sr Staff Technical Program Manager**

- Lead infrastructure project teams in design and implementation of Brilliant Factory initiatives; a linkage of design, engineering, manufacturing, supply chain, distribution and services into one intelligent system. The analysis of this data can be used to improve products and processes within the system in mfg. efforts.
- Ensure timely and efficacious design, delivery, and budget accountability, of compute, IT operational network technologies, voice, and AV by respective project teams for Brilliant Factory initiatives.
- Lead solution architecture teams in providing support to all GE businesses in budgetary estimates, design, and delivery of infrastructure solutions for various application implementations.

**General Electric - Power, Schenectady, NY**

**2014 to 2017**

**Sr. Manager Digital Operations**

- Responsible for the creation of the global site infrastructure support team organization consisting of 200 employees and contractors supporting the Americas region.
- Led the Americas site support team in consistent and timely delivery of infrastructure (compute, network, telecom, client) site support to ~ 180 sites in the Americas.
- Drove / Influenced consistent performance by shared services teams (Corporate, business level IT) in the support of infrastructure projects and service delivery at P&W sites.
- Supported and led Americas team in the implementation of infrastructure consolidation, simplification, and optimization within P&W businesses which delivered both hard and soft cost out.
- Developed programs and processes to aid in the delivery and measurement of infrastructure optimization and site support delivery.
- Provided operations support and problem resolution for critical (P1, P0) incidents affecting Americas

sites infrastructure.

**General Electric – Water, Trevose, PA**  
**IT Project Manager**

**2012 to 2014**

- Led development of Global field services division technology roadmap to support long term business strategy.
- Led the delivery of software solutions for the global Water Field Services team to include the use of SAAS technologies (Salesforce / ServiceMax) and custom built web applications via offshore development teams.
- Managed delivery of support for existing application portfolio by ensuring rapid and effective response by offshore support teams.
- Evaluated new technologies (SAAS platforms, development frameworks, cloud PAAS, and development methodologies) in the customer experience space for application to current business needs
- Rapidly delivered prototypes and proofs of concept in new technologies to validate and or demonstrate technology viability to business / IT counterparts.
- Designed and implemented optimization strategy for cloud based application, technologies, and processes.

**General Electric – Water, Trevose, PA**  
**Global Operations Manager**

**2007 to 2012**

- Led process improvement and technology projects for Global Field Services Operations center of excellence to address improvement opportunities in the unit. Projects spanned multiple functional and technology domains including finance, asset management, fleet operations and executive leadership reporting.

**Achievement Highlights:**

- Developed product strategy for the water treatment industry that facilitates customers service delivery process. Delivered first of seven modules in a newly defined modular platform.
- Developed product management strategy and delivered new IIOT solution to the corrugated industry with a customer ROI of \$120k annual.
- Led implementation of Epicor ERP system to support full quote to cash process and business process redesign of the same.
- Delivered \$7.4mm network cost out / productivity through implementation of simplify and save program
- Led first wave migration of GE Power infrastructure and applications to Amazon Web services. Included private cloud architecture design and implementation, platform selection / standardization and application adaptation for cloud technology and process optimization.

**Education & Credentials**

- **Master of Science**, Computer Information Systems (CIS), Boston University
- **Bachelor of Science**, Public Policy (PP), Pennsylvania State University
- **SCRUM Master Certified** 2012